



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**American Fiber Network, Inc.**  
**'AFN'**  
**for quarter ending March 31, 2009**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.50	1.60	1.70	1.60
B. Operator Answer Time - Information [730.510(a)(1)]	4.60	3.90	4.40	4.30
C. Repair Office Answer Time [730.510(b)(1)]	17.20	17.50	19.40	18.03
D. Business or Customer Service Answer Time [730.510(b)(1)]	19.90	23.20	25.10	22.73
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.30	0.00	0.80	0.37
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	17.60%	17.60%	17.60%	17.60%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Operator Answering Time for Toll, assistance, and information services are as supplied by ATT/AM IL.



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